

## TECHNOLOGY SUB GROUP

### **American Job Center (AJC) Operations and Partnerships Work Group** as of July 20, 2015

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**Group Members: Chair-** Tom Dezell, Lloyd Day, Charles Blake, Carolynnnette Scott, Jeff Trice, Erin Roth, Barry Hammons, Bill Walker, Hillary Huffer, Christy Schockley, Laurie Holden, Barbara Martin  
Ideal State

#### **Ideal State**

We would have a single point of entry for all customers seeking workforce services. Their information is shareable with partner agencies and has flexibility to be used by diverse populations. We want a sustainable system that adapts quickly to new advances in technology. It should also allow customers to choose the method of receiving information (email, text, instant message, social media, etc.) that they prefer most.

After establishing our wish list, members reached out to the Communications Office, MWE and Office of Information Technology. The items on the list are bolded and results of discussions are noted below

#### ***Researched with DLLR Communications Office***

#### **DLLR and Partner Presence on all forms of Social Media/DLLR having a LinkedIn page.**

This had been brought up previously to the Secretary's office. Susan Kaliush shared the following communication from Summar Goodman outlining the issue.

*DOIT was the first agency to establish a LinkedIn account using a maryland.gov email address. Per my discussions with LinkedIn, only one account can be issued for the State of Maryland and multiple accounts cannot be established using the same maryland.gov email -- meaning all state agencies have to use the DOIT account.*

*I have worked with Lori Livingston in the Governor's Office on this issue and per the LinkedIn policy, we cannot have a separate account and it would not be beneficial for all state agencies to use the DOIT account because their individual messaging would be lost.*

Tom Dezell noted that several other state agencies have LI pages. If you search under companies and start with "Maryland Department..." immediately five agencies come up; Juvenile Services, Human Resources, Planning, Business & Economic Development and Transportation. What may be the reason for this is these agencies created LinkedIn pages before all agencies went to the Maryland.gov email system. This means their pages are set up under the old email addresses, as ours were under dllr.state.md.us

We can decide if we want to recommend pursuing this in similar ways, or seeing if other states that use a similar email are able to do this. Lloyd Day added that you can use a personal account to create a page, as he did when an LEA.

#### **Availability of YouTube for Sessions Job Seekers Can't Attend Live.**

Susan Kaliush and Vanessa Boston explained that DLLR already has the ability to use YouTube. Any seminar we'd like to have available can be sent to the Communications office and they can add to the cloud. Local offices could refer these to job seekers. Committee is also looking into creating a DLLR dedicated YouTube Channel

#### **Greater Number of Forms Available to be Completed Online.**

The DLLR Webmaster determines which forms can be completed on line and which require downloading. Generally, which format is used is dictated by preference of the recipient. To move forward, we can recommend changing as many as possible to online format.

#### **Allowance for Cross Populating Customer Information from Partner Sites.**

Susan indicated that Lloyd Day is continuously researching this and has found a simple way this can be done, it will require a cost that needs to be evaluated. Lloyd Day indicates that this is a long term goal and requirement under WIOA. We are researching a number of options.

#### **Access to GovDelivery**

Susan and Vanessa did not see any issue from the Communications office that would restrict using this. Lloyd Day has established a Gov Delivery admin account. DLLR has access for use and some staff currently use. He recently completed an overview and will have someone at our next LEA meeting to preview.

#### **Ability for Customers to Receive Information From One-Stop System by a Variety of Methods, Depending on Their Preference (Email, Text, Social Media, Instant Message, etc).**

Vanessa and Susan didn't see any issues from Communications Policy that would impact this, but we agreed that OIT would need consultation as well. In follow up on the technical side of this question, Lloyd that OIT consultation isn't needed, this can be addressed by adjustments in MWE.

#### ***Maryland Workforce Exchange***

#### **Capability to host Webinars where customers can log in from home.**

Lloyd Day indicated that Geo has the capability to allow this through MWE.

**A Kiosk style common intake process for all partners.**

Per Lloyd, a process for this is in the works, however Kiosk is not the format we would use.

**Method for tracking and verifying online participation in events, Labor Market Information and MWE APPs.**

Lloyd indicated these could be possible through pending improvements to MWE.

***Office of Information Technology***

**Wi-Fi availability in the One-Stops**

Prahalad Pateel reported that this is in the works for all areas.

**Voice recognition software (dragon speak, etc.) to assist job seekers**

Per Lloyd Day all local areas should have some access. This was purchased using Disability Navigator funding years ago. May need updating.